Mental Health Agenda

1/21/16

Attendees

- Central Office: Sue Wherry
- Region 1: Holly Morganstean, Mary Payton, Holly Bonwell
- Region 2: Joyce Lyons, Sheri Owens,
- Region 3: Sherri Edwards, Trisha Hammond, Heather Taylor
- Region 4: Jennifer Burlage, Kari Portales, Julie Matta, Teresa Shackleford
- Region 5: Sally Bryan, Pam Shropshire, Scott Rassmussen
- Region 6: Cindy Wilson, Michele Osmond, Paula Miller
- Region 7: Randy Rodriquez, Danielle Stohl
- Hub Admin: Tracey Sessions, Gina Westcott, Todd Hurt

Respite Care Program Enrollment

Reviewed the quick start guide which was published earlier this month. Region 5 asked about entering a miscellaneous note instead of a non-billable encounter for those clients who will only be receiving Respite Care Services. The reasoning was they do not have a SED Diagnosis in WITS. It was determined a miscellaneous note is acceptable as long as the existence of a SED diagnosis is clearly documented in the client's notes.

7-Day Crisis Services Program Enrollment

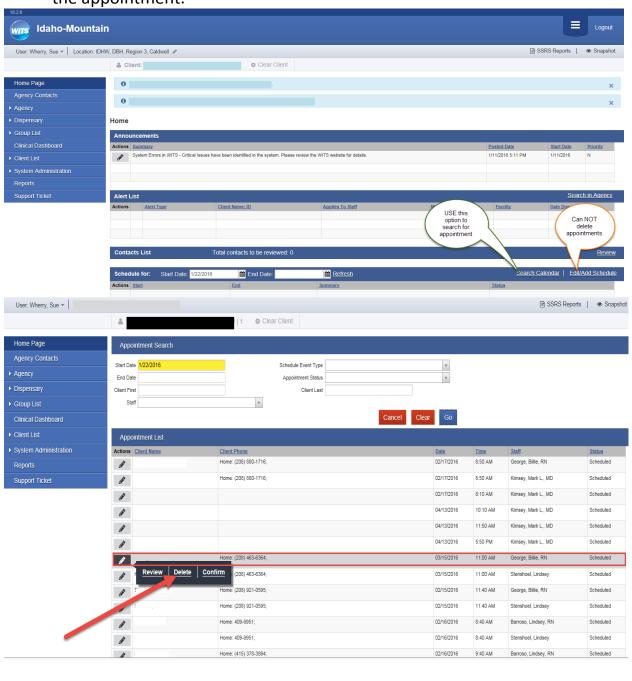
Reviewed the quick start guide which was published earlier this month. There were no questions or discussion. It should be noted this program enrollment is only for client's that fall within the 7-Day Crisis Program Protocol. Do Not use this program enrollment for D.E. work.

WITS Update of BUGS:

Discussed the following "bugs" in the 18.2.6 release currently in WITS production.

- 1. Appointment List: Yellow screen when viewing encounters & staff are able to create multiple encounters from one appointment. Billing staff are being asked to watch carefully for duplicate billing entries.
- 2. Search Fields: Search Date fields will no longer accept enough characters for a date range to search. We are still able to utilize the Symbols < and > to expand the search.

- 3. Support Ticket: Yellow screen entering support ticket. We have received reports that users are continuing to enter support tickets even after getting the yellow screen as they are able to view the support tickets in WITS. The HelpDesk is requesting support ticket information be submitted via an email to the WITS HelpDesk as the support ticket functionality is broken and we cannot be sure they will be processed properly.
- 4. Scheduler: Unable to delete a scheduled appointment from the Edit/Add schedule option on the home page. You can access the Search Calendar option on the home page, locate the appointment in the 'list' and delete the appointment.



- 5. Treatment Medication List: the 'Staff Prescriber' dropdown menu, Diagnosis list -dropdown menu for diagnosing clinician and Treatment Plan Planned services staff lists only contains Clerical staff names instead of clinical staff The WITS HelpDesk is currently testing a temporary solution to this issue and will sending guidance documentation once we can determine it will not impact other modules in WITS.
- 6. Invalid User ID. This is happening to users accessing WITS for Substance Use Providers at this time. If you get this error when logging into WITS, Make sure you are entering the correct user ID and if you continue to have problems please call the WITS HelpDesk.

It was reported when RWA's are attempting to enter the staff license number into the NPI # option as we have been doing in the previous release, they are getting an "invalid entry" message and are not able to save. This will be tested and reported to FEI it we are not able to resolve the problem.

EA Staff Module in WITS:

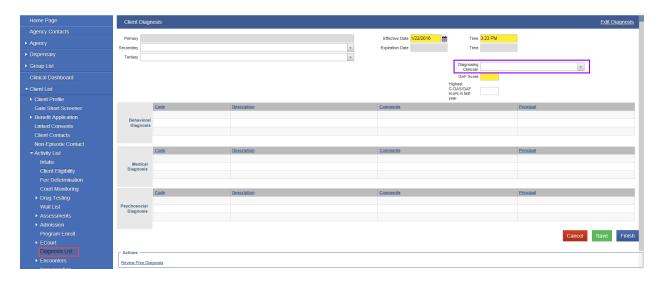
Reviewed the New Staff Module and demonstrated some of the functionality which we are getting the most feedback on. Demonstrated how to enable or reset a staffs account, where to verify correct permissions/roles and various ways to view the screens. There was discussion with regards to having all staff both active and inactive all listed together on the same screen with no easy way to filter the list. This makes the module time consuming and cumbersome to navigate.

Other:

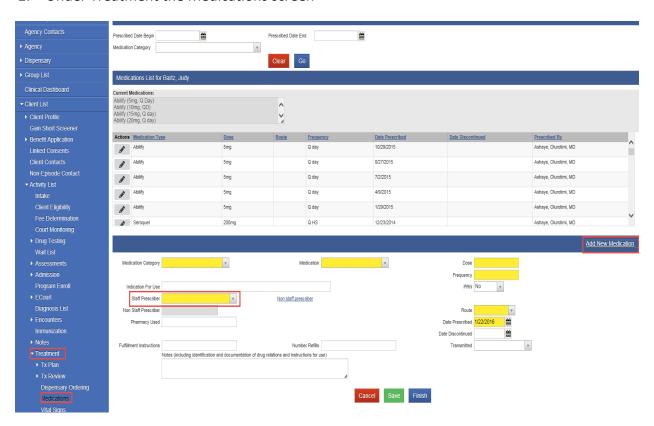
Region 5 has requested an updated business flow chart be created for both adult and children's mental health. Casey Moyer had created these several years ago and they were very helpful when training new staff.

Currently there have been three areas which have been identified as NOT populating with the appropriate staff names in the drop-down Menu's. Instead of populating with Clinical staff names, WITS is populating Administrative staff names:

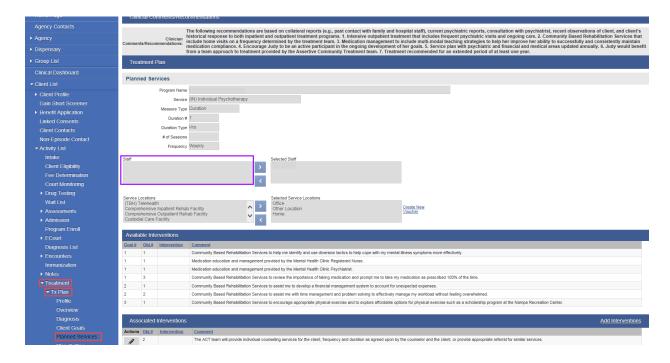
1. Diagnosis List screen



2. Under Treatment the Medications screen

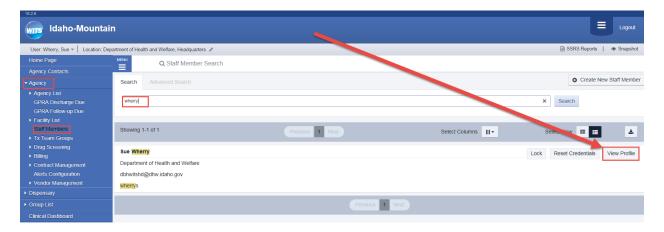


Treatment Plan- Planned Services screen

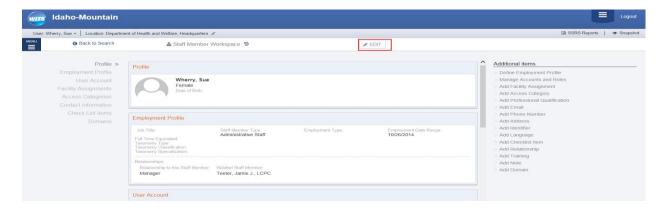


The following option will allow Regions to change the "Staff Member Type" in the Employment Profile for Clinical Staff. This change will populate the appropriate drop-downs in WITS with the names of Clinical Staff. **NOTE: Please update staff types for Prescribers or Clinical Supervisors for short periods of time on a case-by-case basis ONLY (please see the WITS Bulletin further details).**

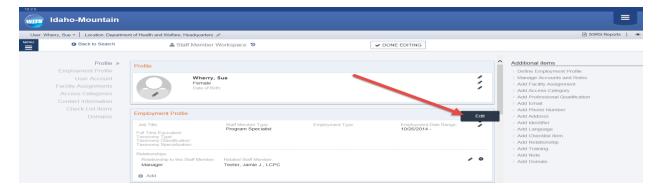
1. Access Agency, Staff Members, Enter the last name of the staff member in the Search field. When desired staff name displays, click <u>View Profile</u>.



2. On the Staff Member Workspace, click on EDIT



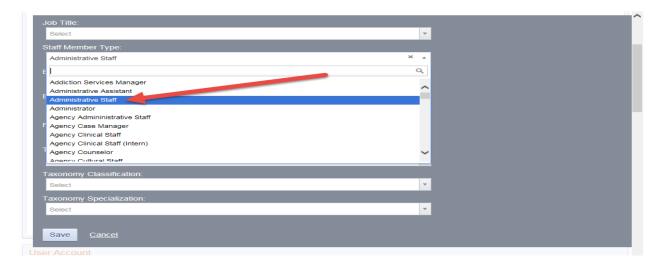
3. In the Employment Profile hover over the and click Edit.



4. In the Gray Pop-up box click on the drop down menu following the **Staff Member Type**:



Select **Administrative staff** and click Save.



5. Verify the change was saved and click **Done Editing**.

